



City Of Stamford Department of Health
Protecting the Public's Health

COVID-19 Best Practices
For Reopening of City Hair Salons and Barber Shops – June 1, 2020



This Document is Specific to “Hair Salons and Barber Shops” Only. Services are restricted to hairdressing (blow drying only when needed) and eyebrows. The following are prohibited:
removal of a facemask (e.g., beard trimming, lip waxing, etc.), nail care, and massages

OVERVIEW:

On April 30, 2020, Governor Ned Lamont outlined a list of industries that will be re-opened on May 20, 2020. On May 18th, Governor Lamont moved the reopening date for salons and barbershops to **June 1st**.

PURPOSE OF THIS DOCUMENT:

- To provide continued guidance to our Hair Salons and Barbershops owners to ensure a safe environment, during this COVID-19 pandemic.
- To accentuate existing Local, State, and Federal regulations currently in place for continued protection of public health.
- To augment critical behaviors that if controlled, will help to mitigate the possible surge of the COVID-19 pandemic.
- To increase consumer confidence, that they are obtaining service in a safe and sanitary environment.

All owners/operators must conduct risk assessments. This risk assessment must factor in workers, clients, salon/shop physical environment, equipment, and consumer behaviors and the impact they have on the health and safety of all.

Given that COVID-19 spreads via contact with infected persons and contaminated environmental surfaces it is important that persons providing personal care adhere to strict infection control practices given the close contact that they have with their clients.

DEFINITIONS:

Barbershop – Per the City of Stamford Code of Ordinances, Barbershop is defined as - *Any establishment engaged in the practice of barbering for fee, charge or hire.*

Hairdressing or Cosmetology Shop – Per the City of Stamford Code of Ordinances – *Any establishment engaged in the practice of hairdressing or cosmetology for fee, charge or hire.*

PERMITTING:

No person shall maintain or operate any barbershop or hairdressing and/or cosmetology shop without having a valid license issued by the Director of Health.

To expedite the process:

- Owners/operators who have an expired license must submit an application for a new license.
- Owners/operators who never been previously licensed must:
 - Submit a completed application
 - Submit a plan for review
 - Undergo a pre-operational inspection

- Owners/operators who have a current up-to-date licenses do not need to apply for a new license at this time.

COMPLIANCE:

All licensed owners and operators shall adhere to all standards set forth in the City of Stamford Code of Ordinances Sec. 141, the Governor’s Executive Orders, and all CDC guidelines regarding COVID-19 pandemic.

PRIOR TO REOPENING

1. The Owner/Operator shall:

- **Establish personal hygiene and safety standards for employees:**

- Review the establishment’s Personal Hygiene standards for employees and contracted workers. If you do not have one, please develop a written one.
- Develop a procedure for employees who become ill at work and emphasize the importance of reporting all illness – including COVID-19 symptoms – Refer to CDC website www.cdc.gov
- Review the chain of command for reporting “sick call outs” or onsite illnesses.
- Institute a policy to track “sick call outs.”
- Institute a written “Daily Health Check” for symptoms per current CDC guidance and adopt a policy to take employees’ temperatures, prior to start of shift, as well as symptom review onsite. Refer to CDC guideline on acceptable temperature.
- Post guidance for employees impacted by the coronavirus regarding the Families First Coronavirus Response Act (FFCRA) Access the poster from Department of Labor at <https://www.dol.gov/agencies/whd/posters>
- Explain to all employees the importance of reporting all close and prolonged contact with friends, family members, co-workers from other jobs, who have symptoms, or are diagnosed with COVID-19.
- Ensure that employees including contractors are equipped with appropriate personal protective equipment (PPE) such as, eye protection or faceshields, facemasks, and gloves. Provide adequate supply of non- latex gloves in varied sizes and monitor for use and compliance.
- Modify staff schedule – fewer persons per shift in the event a staff member becomes ill.
- Secure a staffing agency in the event you need their services to temporarily replace ill workers.
- If possible, assign workers to serve a discrete work zone / area at all times if possible. This helps with contact tracing in the event a customer or worker becomes ill.
- Post signs in the bathrooms reminding employees to “wash hands” and the proper 20 seconds procedure to do so.
- Require employees to store personal items in an appropriate area.
- Require employees to wear clean uniforms and aprons all times.
- Provide hand sanitizers throughout the salon or shop.
- Stagger breakroom use to avoid employees clustering

- Post new policies in multiple languages to ensure understanding and compliance by staff.
- **Develop and conduct staff training**
 - During staff training sessions, underscore with staff to treat all patrons as potentially infected while maintaining a cordial manner, greet clients with enthusiasm and hospitality but avoid handshakes, hugs, and kisses.
 - Instruct staff to adhere to all safety guidelines when interacting with clients and peers including use of a facemask, eye protection or a face shield at all times, and to maintain six (6) feet distance as allowed by the task that they are doing.
 - Instruct staff on the proper use of PPE, including correct use of disposable gloves such as washing hands before putting on and after removing gloves, changing gloves when soiled, contaminated or torn, and removing when chores are completed.
 - Instruct staff not to share equipment/tools and if shared, the equipment/tools must be cleaned after use.
 - Instruct staff that only hairdressing (blow drying only when needed) and eyebrows services are permitted. The following are prohibited:
 - Removal of a facemask (e.g., beard trimming, lip waxing, etc.),
 - Nail care
 - Massages.
 - Remind staff that appointments are required for service and that clients must wait in their cars for their appointments.
 - Remind staff that clients must wear a mask to be served
 - Remind staff that clients may not bring visitors with them for their appointments.
 - Instruct staff to avoid unnecessary chatter with clients.
 - Re- train all employees on Hand Washing – including when needed, and proper procedure to do so.
 - Instruct staff not to touch face or other body parts.
 - Review the facility-cleaning plan with employees, if you do not have one, you should develop one.
 - Review the cleaning and sanitization plan for equipment and tools
 - Conduct constant re-training for ALL employees and contracted staff on proper procedures for cleaning and sanitization of tools, equipment, and environmental surfaces.
- **Prepare the hair salon or barbershop for opening:**
 - Institute single use disposable paper service menus, or use written service boards or whiteboards
 - Implement a system to prevent the reuse of capes/drapes and aprons between clients unless they are washed and dried between use on each client. Owners/operators should explore using disposable capes/drapes and aprons.
 - Alert vendors, to ensure fulfillment of supplies – this includes, but is not limited to – hair processing and treatment chemicals, equipment, EPA – registered sanitizers, masks, eye protection, face shields, gloves, aprons, and capes/drapes.

- Owners/operators should have a supply of emergency masks for clients should the client's mask become wet or damaged during the service.
 - Hairdressers and barbers must change their aprons between each client.
 - Have the salon's or barbershop's air exchange rate adjusted in the ventilation system. Contact your system contractor to increase ventilation rates and the percentage of outside air that circulates through the establishment. If there is no HVAC, bring in outside air by opening windows and doors when possible.
 - Close the waiting room area.
 - Ensure that workstations and shampoo basins are six (6) feet apart or stagger workstations and shampoo basins. Install physical barriers if possible.
 - Establish discrete work zones and prevent movement between zones, i.e., a stylist should work only at one workstation during the day.
 - If not already in place, explore "cashless transactions," if point of sale (POS) systems and credit card portals are used, and clients must sign or enter PIN numbers, have a plan in place to sanitize the portals and stylus pens after each use.
 - Remove all magazines, pamphlets, hair and beauty samples, and other materials from the waiting room.
 - To ensure that clients keep their masks on, clients are prohibited from eating and drinking in the salon or shop.
 - Remove water and coffee machines for clients. Close all soda machines etc. for clients.
 - Close all client coatrooms and closets. Have clients bring their personal belongings to the workstation where they are being served.
 - Visibly post posters throughout the facility, regarding social distancing, wearing of masks, eye protection, and handwashing procedures.
 - Place hand sanitizers near entrances and other commonly used areas
 - Place visible six (6) feet distance markings throughout the salon or shop including before the reception desk and bathrooms.
 - Before opening, terminally clean and sanitize the entire salon or shop.
 - Alert your clients of your anticipated reopening date.
 - Make appointment with the Department of Health for a preoperational inspection at least a week prior to your scheduled opening.
- **Clients**
 - Remind clients that appointments are required for service.
 - Remind clients that wearing a mask is mandatory for service and must be kept on at all times. Remind guests that they must come to the appointment wearing a mask. Guests who do not wear a mask shall be excluded from the establishment.
 - Remind clients to limit conversation with staff and to maintain the six (6) feet distance as much as possible.
 - Remind clients that while you are happy to see them, handshakes, hugging, and kissing are not safe practices at this time.
 - While not mandatory, clients who are 65 years or older should be encouraged to continue staying home.

THE FOLLOWING ARE MANDATED REQUIREMENTS FOR OPERATIONS

1. There shall be no magazines, pamphlets or beauty products in the waiting area.
2. The waiting area must be closed off.
3. There must be a written cleaning schedule for the salon.
4. There shall be visible distancing (6 feet) markers throughout the salon/shop, including before the reception area and bathroom entrances.
5. Owner/operator shall ensure that there is appropriate air exchange.
6. Owner/operator will be responsible for enforcing social distancing
7. Keep a daily log (time in and time out) of all employees and clients in attendance.
8. Owner/operator shall institute a written procedure for cleaning and sanitizing for:
 - a. Work stations
 - b. Shampoo basins. Basins must be sanitized between use by each client
 - c. Point of sale machines
 - d. Credit card portals and stylus pens
 - e. All high touch areas
 - f. Entry door handles, establishment bathroom etc.
9. Owner/operator shall ensure that ALL sanitization products are EPA – registered. Look for the EPA registration number on the containers.
10. Owner/operator shall ensure that ALL sanitization products used, are appropriate for the application.
11. Owner/operator shall ensure that ALL sanitization products are prepared and used per manufacturer’s specifications.
12. Owner/operator shall ensure that stylists wear a clean apron for each client
13. Owner/operator shall ensure that reusable capes/drapes are washed and dried between each client. Otherwise, single use disposable capes/drapes must be used.
14. Owner/operator shall ensure that towels and linens are washed and dried between use on each client.
15. Owner operator shall ensure that there is a receptacle for used capes, drapes, aprons, towels, and linens.
16. Owner operator shall ensure that clean capes, drapes, aprons, towels, and linens are stored appropriately in a cover container
17. Owner/operator shall as much as possible prevent employees from overlapping or crossing over in the salon/shop.
18. Owner/operator shall ensure that clients are seen by appointment only and that clients do not bring visitors with them
19. Owner/operator will monitor compliance with infection control practices such as cleaning and sanitizing workstations and tools between clients.
20. Owner/operator will ensure compliance with social distance and reduction in social chatter within the establishment.
21. No food or beverage will be served to clients.
22. Use disposable paper service menus, or write services on chalkboard or whiteboard.
23. All establishment employees or contracted workers shall wear facemasks, eye protection, disposable gloves, and aprons for service.

24. All clients shall wear a facemask.
25. Owner/operator shall ensure there is no “gathering of employees” in the establishment.

The following pyramid highlights important steps in mitigating the risk of increased COVID-19 cases. Executed effectively, they can foster the return of consumer confidence when dining out.



Preopening Check List for Hair Salons and Barbershops

Please check the appropriate box as you proceed

Activity	Target date for completion	Completed	In progress	Not started	NA
Complete online DECD certification					
Review/create employee personal hygiene standards					
Review/create employee sick call out policy					
Review/create cleaning policy and procedures					
Develop employee and client logs					
Review/create equipment cleaning and sanitization policy and procedures					
Purchase masks, goggles, faceshields, gloves, aprons, and capes/drapes					
Conduct employee training					
Develop single use service menus, or write services on a service boards or whiteboards only					
Remove water, coffee machines & soda machines etc. for clients					
Remove magazines, pamphlets, hair and beauty samples, & other waiting room materials					
Close waiting area					
Lock client coat rooms and closets					
Increase facility air exchange rate					
Set workstations set to six (6) feet apart or install physical barriers					
Create and assign discrete work zones.					
Explore cashless payment system					
Post signage throughout the facility, regarding social distancing, wearing of masks, eye protection, and handwashing procedures.					
Install hand sanitizer near entrances & other common areas					
Install six (6) feet distance markings					
Terminally clean salon/shop					
Inform clients of anticipated reopening date					
Make appointment with the Department of Health for a preoperational inspection at least 1 week before opening					

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May 18, 2020 - *This Document is Specific to "Hair Salons and Barbershop" Only*



City of Stamford Department of Health
Safeguarding the Public's Health

Frequently Asked Questions For Hair Salons and Barbershops

Q: Do I need a license to operate?

A: Yes, you need a valid license from the Stamford Department of Health to operate.

Q: What do I need to reopen in addition to a license?

A:

1. You will need to contact the Department of Health for a preoperational inspection.
2. You must be able to prove that you have trained your staff on the new requirements
3. You must have visible signage posted that explains the new requirements
4. You must have a daily log for employees and clients
5. You must close all client coat rooms and closets
6. You must close your waiting area
7. You must remove all magazines, pamphlets, hair product samples etc. from waiting room
8. You must have a cleaning and sanitization policy
9. You must have hand sanitizers posted at the entrance and throughout the salon/shop
10. Ensure that you have sufficient cleaning and sanitization supplies
11. You must have purchased PPE for all employees
12. You must have sufficient aprons to be used with each client to whom you provide service
13. You must have sufficient capes, drapes, and towels for each client
14. You must terminally clean the salon/shop before opening

Q: What services can I offer?

A: You may provide hairdressing and eyebrow services only. Blow-drying is allowed only when necessary. You may not do removal of a facemask (e.g., beard trimming, lip waxing, etc.), nail care, and massages.

Q: Do my clients need to make appointments?

A: Yes, you can only see persons who have appointments. This prevents overcrowding.

Q: How do I handle people who arrive before their appointments or if I am running late?

A: They will have to wait outside in their cars. You must close off your waiting areas.

Q: Can my clients bring a guest to their appointment?

A: No, guests will have to wait outside.

Q: Can I still serve my clients coffee etc.?

A: No, you need to remove water, coffee, and soda machines that are available for clients. You are not to serve any food or beverage to your clients. Clients will not be allowed to eat in the salon/shop.

Q: Many of my clients have been with me for years, we are like family. Can I shake their hands, hug or kiss them?

A: No. Handshaking, hugging and kissing is not appropriate at this time. Great your clients with enthusiasm and tell them that you are glad to see them again.

Q: What type of PPE do I need for my staff?

A. All employees must wear a facemask that covers their nose and mouth, eye protection such as goggles or an eye shield, and gloves. Each employee must wear an apron and change the apron between each client.

Q: Will the City provide PPE to hair salons and barbershops?

A. No, the City is unable to provide PPE for businesses. Owners and operators should reach out to their suppliers to purchase PPE.

Q: Do clients need to wear a facemask?

A. Yes, all clients must wear a facemask for the duration of their appointment.

Q: What happens if a customer refuses to wear a facemask and or adhere to social distancing?

A. You may ask them to leave and if they refuse, then you may call the Stamford Police.

Q: How do I handle the capes and drapes?

A. You must use a clean cape or drape for each client. Reusable capes/drapes must be washed and dried after use on each client, or you may use single use disposable capes/drapes.

Q: I have several stylists working for me. What do I need to do?

A. Make sure that each workstation and shampoo basin is 6 feet apart or put a barrier between each workstation or shampoo basin. You should also assign each stylist to a designated workstation and shampoo basin each day. Shampoo basins must be cleaned and sanitized between each client.

Q: The stylists sometimes share equipment and tools. Can we continue this practice?

A. It is best not to share equipment and tools. If you must, clean and sanitize all equipment and tools between clients.

Q: What do I do with my magazines, pamphlets and beauty products that I have out?

A. You must remove all magazines, pamphlets and beauty products that you have out.

Q: Do I have to do anything special after a client leaves?

A. You must clean and sanitize your workstation and tools before seeing the next client.

Q: Where do we get a list of the type of sanitizer and surface cleaners that are effective against coronavirus but are also safe?

A: The United States Environmental Protection Agency (EPA) has published a list of registered sanitizers and their application. www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2.

Q: What happens if a person is asked to return to work but has a sick family member?

A: Please refer to CDC updated guidelines regarding "returning back to work policy" www.cdc.gov
You may also call the Stamford Department of Health at 203-977-4398 for advice.

Q: What happens if a restaurant fails to comply?

A: The salon/shop may be closed and possibly subjected to penalties.